Hardikbhai Rajnikant Panchal

11th October, 1982

Skype: w1q2FwJD9OhV, Passport # M9504968 Till – 24/05/2025

38, SANTARAM DHAM SOCIETY, NR. MADHYA GUJARAT VIJ COMPANY LTD,
VILLAGE - DABHAN, TALUKA - NADIAD, DISTRICT – KHEDA, STATE – GUJARAT, INDIA, PIN – 387320

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OBJECTIVES

Desire a challenging position in technical area, which will utilize my interdisciplinary and technical skills in a productive, enthusiastic and in a team-oriented environment.

EDUCATION

Gujarat University, Ahmedabad

June - 2003

Bachelor of Science in Electronics faculty with 58 percentage.

Jetking Computer Institute, Nadiad

December – 2003

Advanced Diploma in Computer Hardware & Networking with A grade.

Department Of Electronics and Accredited Computer Courses (DOEACC), New Delhi

June – 2005

'A' level equivalent to Post Graduate Diploma in Computer Application.

EXTRA CURRICULAR ACTIVITIES

National Cadet Corps, Nadiad

January – 2002

Took part at the Annual NCC Republic Day Camp, and the Prime Minister's Rally held at New Delhi. Also participated in Republic Day Marching Contingent. Acquired 'Best Cadet' award.

Jun – 2003

Passed NCC 'C' Certificate with 'B' grade.

EXPERIENCE

Computer Instructor | Future Generations Compusystems Pvt. Ltd.
11/06/2005 – 13/01/2006

Teach computer application to secondary and higher secondary standard students.

Jr. Executive B.P.O. **| Mangalam Information Technologies Ltd**.

16/01/2006 – 04/03/2008

Requirement outsourcing and preparing requirement traceability. Extracting information from scanned tiff formatted legal documents sent by clients and formatting according to their requirements.

Jr. Engineer – Customer Support **| Spectra Technovision (I) Pvt. Ltd**.
07/03/2008 – 12/11/2010

Regardless of the industry we serve, our processes are characterized by our ability to provide technical support effectively communicate with our clients. We are link between customer and development team with technical support providing after sales service.

Project Initialization: Projects starts with client site visit and gathering their requirement with proposed MIS software for Attendance Recording System and Door Access Control System for security. Any major changes in standard version of the Attendance Recording System treat as customization points for the system. Accordingly, we build project report for development team.

Data Security: Extensive measures are in place to ensure highest level of data security. There is site security, hardware & software security and administrative procedures to make every person concerned with the operation sensitized to the data security requirements.

Communication: Our clients can reach us by way of local phone call that is diverted to our India office, Instant Messenger or by e-mail, which is monitored round the clock. On-line status reporting system allows our client to access the status of their project anytime, anywhere. The status is always maintained up-to-date.

Technical Support: Region wise clients are allocated/assigned/distributed to engineers (Primary and secondary level) for after sales technical support to make/ensure project seamless working with periodic client follow-ups or as and when clients call. Customer's queries are resolved based on nature of the problem, by remote access on internet (Software related problem) or by visiting client place (Hardware related problem).

Project Executive **| Indsoft Software Technologies (P) Ltd**
22/07/2011 – 28/02/2015.

Serving Software for running a Jewelry Management Business ERP comprising the concept of manufacturing resource planning (MRP) software, which automated the process of keeping a manufacturing line supplied with materials to meet incoming orders. The ERP is a suite of applications including Inventory (Retail Sales), Wholesale, Manufacturing, Human Resources and other modules, that together automate the back-office business administration functions of an enterprise.

Enhance Client relationships through award winning service, follow-up and successful project completion. Promoting positive subcontractor relations by dealing professionally and fairly with all subcontractors and vendors, and continually instilling this philosophy in the project team. Communicating effectively with field team members as well as keeping them active in decision-making. Maintain awareness of the Clients' needs and project parameters so that software can coordinate design and construction activities that do not interfere with business operations.

IT Engineer **| Orion Appliances Pvt. Ltd.**
22/08/2016 – 15/06/2017

- To provide support during data center installations.
- Network equipment installation
- Monitoring plant activities and generate MIS report.
- To provide remote hands support and service on network equipment
- Ensure the data center is clean and tidy and free from Health & Safety hazards

IT Executive **| Om Innovation Call Services Pvt. Ltd.**
22/09/2017 – 12/05/2021

- Hardware and Network Troubleshooting.
- Maintaining Domain network and Active Directory Services.
- Support HR Activity like Attendance and Payroll management.
- Preparing MIS reports of production.
- Dialer Maintenance for daily outbound calls.